Version 2.0

Last Updated: 20-24-20



OTN GuestLink Information for Clients/Patients

Your CAMH appointment will take place over videoconferencing via the **Ontario Telemedicine Network (OTN)**. You should receive an email that looks like this:

Hello,

You have been invited to an OTN eVisit (secure video appointment) on Friday, October 25, 2019 at 1:57 PM (Eastern Time).

Joining an eVisit is simple:

1. Prepare

Desktop / laptop users: You will join your appointment using your web browser. For the best experience, use the Chrome browser.*

Mobile users: Install the "Pexip Infinity Connect" app for iPhone/iPad or for Android phone/tablet. Close the app once the installation is complete.

We recommend that you test your device in advance.

2. Connect

When it's time for your appointment, click the button below to join.

Mobile users: You must install the mobile app before joining. After you open the app using the button below, click on the green video icon to connect to the call

Link to videoconference

Start eVisit

Need help?

If you have questions about your health care or appointment, contact your health care provider. If you have questions about how to prepare for or connect to your appointment, please visit: eVisit Help Center.

If you are seeing your family doctor or specialist, please return to this email after your eVisit and take a <u>short survey</u> about your experience. All information will remain confidential.

Thank You.

*Your eVisit is best experienced with the following desktop browsers or mobile apps:



Pexip Infinity Connect (iPhone/iPad)



If you are joining from a laptop or desktop computer, ensure you have a camera, microphone/headset and speaker:

- 1. Open your email invitation
- 2. Click "Start eVisit" using Chrome or Firefox internet browser
- 3. Enter your name and click connect
- 4. Click Start [enter the PIN given to you by the organizer, if applicable]
- 5. You should be connected to the call. If you are the first to join, a "waiting for the host" screen will appear

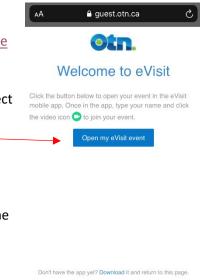
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If you are joining from a smartphone or tablet:

- 1. Make sure you have installed the Pexip Infinity Connect app [visit OTN's website for more information on downloading: https://otn.ca/video-visit-help/Content/Home.htm]
- 2. Allow access to camera, microphone and calendar (appointment will not connect unless you allow access to all pop-ups)
- 3. Open the email invitation on your mobile device or tablet
- 4. Tap "Start eVisit", then "Open my eVisit event"
- 5. Enter your name and tap the **camera icon** [enter the PIN given to you by the organizer, *if applicable*]
- 6. You should be connected to the call. If you are the first to join, a "waiting for the host" screen will appear
- 7. Ensure your audio output is set to speaker (default is headset) by tapping the green headset image, or selecting speaker in settings



What to do if you can't connect:

For trouble connecting to your videoconference appointment, you may call OTN troubleshooting: 1-855-654-0888

Or, visit <u>OTN's support page</u> for more information on connecting your call, quick references and more: <u>https://support.otn.ca/en/connect-help.</u>